

Appl. S.N. 10/784,361  
Amdt. dated August 21, 2006  
Reply to Office Action of May 19, 2006  
Docket No. GP-304237-OST-ALS

4

In the claims:

1-20. (Cancelled)

21. (Currently amended) A method for providing technical services to a telematics ~~unit device~~, the method comprising:

- ~~selecting, at a service center configured to facilitate communications to and from the telematics device, a technical service action for at least one telematics device;~~
- ~~associating, at the service center, the selected technical service action with at least one user account and a unique vehicle identification code assigned to a respective telematics device for the user account;~~
- ~~assigning storing the associated technical service action to a position in a technical services queuing database; then~~
- ~~storing the technical services queuing database;~~
- ~~generating a notification of a pending technical service action for a user based on the technical service action associated with the user account;~~
- ~~notifying the user based on the generated notification;~~
- ~~receiving, at a call the service center configured to facilitate communications to and from a telematics device, a request for technical services from the telematics device, the request for technical services including a an associated unique vehicle identification code associated with the telematics unit and the user;~~
- ~~determining a technical service action based on the received request for technical services comparing the assigned unique identification code to the associated unique identification code; and~~
- ~~providing at the technical service action from the call service center to the respective telematics device if the assigned unique identification code matches the associated unique identification code responsive to the technical service action determination.~~

22. (Canceled)

Appl. S.N. 10/784,361  
Amdt. dated August 21, 2006  
Reply to Office Action of May 19, 2006  
Docket No. GP-304237-OST-ALS

5

23. (Currently amended) The method of claim 21, further comprising: generating at the request for technical services request at the telematics device.

24. (Currently amended) The method of claim 23 wherein generating at the request for technical services request comprises:

activating a user interface;

receiving a command at the user interface to initiate at the request for technical services request; and

initiating a technical services communication protocol sequence based on the received command.

25 – 28. (Canceled)

29. (Currently amended) A computer readable medium storing a computer program for providing technical services to a telematics ~~unit~~device, the medium comprising:

computer readable code for selecting, at a service center configured to facilitate communications to and from the telematics device, a technical service action for at least one telematics device;

computer readable code for associating, at the service center, the selected technical service action with ~~at least one user account and a~~ unique vehicle identification code assigned to a respective telematics device for the user account;

~~computer readable code for assigning~~ storing the associated technical service action to a position in a technical services queuing database;

~~computer readable code for storing the technical services queuing database;~~

~~computer readable code for generating a notification of a pending technical service action for a user based on the technical service action associated with the user account;~~

~~computer readable code for notifying the user based on the generated notification;~~

Appln. S.N. 10/784,361  
Amdt. dated August 21, 2006  
Reply to Office Action of May 19, 2006  
Docket No. GP-304237-OST-ALS

6

computer readable code for receiving, at the service call center configured to facilitate communications to and from a telematics device, a request for technical services from the telematics device, the request for technical services including a-an associated unique vehicle identification code associated with the telematics unit and the user;

computer readable code for comparing the assigned unique identification code to the associated unique identification code ~~determining a technical service action based on the received request for technical services~~; and

computer readable code for providing at the technical service action from the service call center to the respective telematics device if the assigned unique identification code matches the associated unique identification code ~~responsive to the technical service action determination~~.

30. (Canceled)

31. (Currently amended) The computer readable medium of claim 29, further comprising: computer readable code for generating at the request for technical services request ~~request~~ at the telematics device.

32. (Currently amended) The computer readable medium of claim 31 wherein the computer readable code for generating at the request for technical services request ~~request~~ comprises:

computer readable code for activating a user interface;

computer readable code for receiving a command at the user interface to initiate at the request for technical services request ~~request~~; and

computer readable code for initiating a technical services communication protocol sequence based on the received command.

33 – 34. (Canceled)

Appl. S.N. 10/784,361  
Amdt. dated August 21, 2006  
Reply to Office Action of May 19, 2006  
Docket No. GP-304237-OST-ALS

7

35. (New) The method of claim 21, further comprising notifying a user of the stored associated technical service action.

36. (New) The method of claim 35 wherein prior to notifying the user, the method further includes generating a notification of the stored associated technical service action.

37. (New) The method as defined in claim 21 wherein each of the assigned unique identification code and the associated unique identification code is selected from a vehicle identification number, a vehicle system electronic serial number, a telematics unit electronic serial number, and combinations thereof.

38. (New) The method as defined in claim 21 wherein the technical services are selected from system identifier (SID) table updates, telematics device reconfigurations, mobile configurations, programming error corrections, phone number configurations, and combinations thereof.

39. (New) The computer readable medium of claim 29, further comprising computer readable code for generating a notification of the stored associated technical service action.

40. (New) The computer readable medium of claim 39, further comprising computer readable code for notifying a user of the stored associated technical service action.

41. (New) The computer readable medium of claim 29 wherein each of the assigned unique identification code and the associated unique identification code is selected from a vehicle identification number, a vehicle system electronic serial number, a telematics unit electronic serial number, and combinations thereof.

Appln. S.N. 10/784,361  
Amdt. dated August 21, 2006  
Reply to Office Action of May 19, 2006  
Docket No. GP-304237-OST-ALS

8

42. (New) The computer readable medium of claim 29 wherein the technical services are selected from SID table updates, telematics device reconfigurations, mobile configurations, programming error corrections, phone number configurations, and combinations thereof.